

The City of Canby is now offering a new way to pay your utility bill 24/7 by using our Interactive Voice Response (IVR) System!

Here is another fast and convenient way for you to pay your bills 24/7! No computer necessary. Simply call toll-free **(877-429-0693)**.

What is the IVR system?

The IVR (Interactive Voice Response) system provides you with a complete bill payment system over the phone.

You can pay your bills anytime and anywhere. All you need is a phone.

How does it work?

You dial the toll-free number **(877-429-0693)** and provide your account number to locate your bill.

The IVR system will tell you your account balance, the payment due date, and then guides you to make your payment.

You continue to make payments using a credit card, debit card, or eCheck.

You are provided with a confirmation number and notified

whether the transaction was successful or not.

At the end of the call, you also have the option to set up auto-pay.

Additionally, you may call the payment center (800-720-6847) and make payments over the phone with a live operator, if you'd prefer.

Both the IVR system and our payment center offer service in English and Spanish. (Note: Payment center Spanish service hours vary.)

If you have questions about IVR, call Xpress Bill Pay at 800-766-2350. Xpress Bill Pay is the online payment portal for EMW Gas Association.

xpress BILL PAY

SIX-STEP SOLUTION TO PAY BILLS OVER THE PHONE

